

Sales FAQs

LESSPAPER HOSTING
Document Retrieval Online

A Division of MTL Document Services



Frequently Asked Questions - Sales

Please find below answers to the most common sales questions asked about the Lesspaper service. If you have any specific questions please email sales@lesspaper.co.uk

How much does the service cost?

There is no definitive price list for the Lesspaper service as the key pricing factors vary for each customer. These are:

How many images you want hosting.

How many users you want access to the documents.

The size of the scanned images.

However, as a guideline a typical Client with 10,000 images will pay £22.50 each month to host their documents. The charges are volume related, and reduce as the quantity increases.

Is there a monthly service charge?

For the majority of customers, no. Lesspaper customers pay a one-off set-up charge to register with the system (see below). Thereafter, our standard service does not have any monthly service charge and clients only pay for the volume of images hosted. However, certain clients may want to receive monthly audit reports from Lesspaper and we may charge separately to produce these.

What setup costs are involved with Lesspaper Hosting?

A typical set-up charge is between £250 and £450 depending on the number of users. This covers the database creation and configuration to incorporate document types, and index fields. Furthermore it covers the user account, password creation and import of any backlog scanned images agreed with the Client.

Do you charge extra for user training?

From our experience, there is little requirement to provide hands-on user training. Lesspaper Hosting is a simple & intuitive service using the familiar environment of a web browser. Standard users only have the option to search for documents and change their password.

A User Manual is presented to all Clients in PDF format and is normally sufficient training. Lesspaper offers telephone support to users during normal working hours, and also via email. If however a Client desired onsite user training as part of the implementation process, a charge may be levied to cover time and travel costs.

How do I search and retrieve documents?

Lesspaper Hosting is menu driven and all users are presented with the Document Search as the first option in the menu after logging in. The search screen is customised for each Client, and presents the user with a drop-down list of document types (default settings can be applied for the most popular document).

Within each document type are document index fields used to locate scanned images e.g. Delivery Note Number. Users can enter the full index field, or part of the reference to search. Results are presented in a table with an option to Open the scanned image in the appropriate image viewer.



Do I have to have my paper scanned with you?

No, Lesspaper Hosting is a flexible service designed for all users of scanned images. Many organisations have bought departmental scanners to digitise delivery notes or purchase invoices at the point of receipt. However, they may not have implemented appropriate software to store and retrieve the images efficiently. Customers can upload their scanned images to Lesspaper via FTP, allowing the functionality of document management, without the cost. We can even index your documents for you from Lesspaper, saving valuable administrative time.

Alternatively, MTL's rapid-scanning service allows clients to send their paperwork direct to our professional bureau for digitisation. Documents are scanned, indexed and accessible online within an agreed timescale (usually 24 or 48 hours from receipt).

Can you import scanned images from alternative software systems?

Most document management software store images in TIF format, and these can normally be exported along with an index file. Our technical department can import any scanned images and associated meta-data, although there may be a small charge to cover any batch imports. Lesspaper has been designed to upgrade any customers using the Kodak Document CD structure (CD-View or CD Retrieve software).

How quickly can you make images available online?

Images are imported to the system within an agreed timescale, usually within 24 or 48 hours. Clients scanning and uploading their own documents can make images available almost immediately.

How can I trust another company to store my business critical information?

Lesspaper Hosting is a division of Micrographic Techniques Ltd., a specialist document conversion centre since 1977. We are not a "faceless" organisation hiding behind a fancy website, but a Kodak approved centre for scanning and microfilming.

During our 28 years of trading we have handled every type of sensitive document from medical records and MoD documentation to cremation certificates. The majority of our scanning services are for standard business documents including delivery notes, invoices and personnel files. Today, over 150 organisations in the public and private sectors across the UK entrust us remove, scan and destroy their paperwork. Lesspaper is an extension of the confidentiality and security currently applied to all areas of the business. Potential Clients are welcome to visit our premises in Greater Manchester and view our operations.



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